

DEPARTMENT OF HEALTH SERVICES

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CMSP Letter No.: 99-7
Issue Date: July 13, 1999

TO: All County Medical Services Program County Welfare Directors

SUBJECT: MEDI-CAL ELIMINATION OF THE FACE-TO-FACE INTERVIEW
AT REDETERMINATION AND THE COUNTY MEDICAL SERVICES
PROGRAM POLICY .

Reference: EMC2 Message #99075

On July 2, 1999, the Medi-Cal Eligibility Branch issued EMC2 Message #99075, "Elimination of the Face-To-Face Interview at Annual Redetermination." This message stated that "a face-to-face interview before benefits are redetermined" can be requested by the county "ONLY for good cause such as suspicion of fraud." In addition, the message stated that "under no circumstances should counties request that beneficiaries attend a face-to-face interview as part of a routine redetermination process."

The purpose of this County Medical Services Program (CMSP) letter is to advise CMSP counties that the CMSP does require a face-to-face interview at redetermination {CMSP Eligibility Manual Sections 3-020 and 3-038 (c)}. The intent behind the face-to-face interview is not to create obstacles for the beneficiary, but to insure that the beneficiary's rights and responsibilities are clearly understood and to reduce instances of fraud or misunderstandings that may create a potential fraudulent situation or misuse of CMSP benefits.

The Eligibility Worker should always be accommodating to persons who have employment or child care issues in regards to scheduling face-to-face appointments. Of course, only one spouse needs to be present at the initial or redetermination interview. Additionally, to ease county workload, it is suggested that any CMSP/Medi-Cal companion case redetermination be completed at the same time.

If you have any questions concerning CMSP policies regarding the face-to-face requirement or this letter, please direct them to Mr. Gary Varner, in the CMSP Unit, at (916) 322-1613.

A handwritten signature in cursive script, reading "Linda McFarland".

Linda McFarland, Chief
County Medical Services Program